

Privacy Policy for Clinical Health Assessment and Response Tracking (CHART)

Effective date: August 17, 2023

This Privacy Statement explains how CHART collects, maintains, uses and discloses personal information, including protected health information, that we collect from people who use our program and otherwise engage with us in online business activities. If you have additional questions about privacy or information security, please contact us at chart@bakercenter.org.

1. **Types of Personal Information:** This Privacy Statement explains our practices with regard to “Personal Information” collected by CHART. Personal Information is any information that can be used to identify, locate or contact you. Personal Information also includes other information that may be associated with your Personal Information, including information about your health, treatments, and payment for health care (“Protected Health Information”) as defined by HIPAA. We may collect the following types of Personal Information: (a) Contact Information that allows us to communicate with you, such as your name, username, mailing address, telephone numbers, email address or other addresses that allow us to send you messages. (b) Health Information that allows us to facilitate treatment or improve the quality of health services provided to you.

2. **How CHART collects Personal Information:** We collect Personal Information directly from you or your healthcare provider. We will collect Personal Information (including Contact Information) when you interact with us, such as when you begin services at your healthcare provider’s office. When you complete assessment information in CHART, we collect information about your health and healthcare status. If you interact with us online and email, we may use cookies and other technological tools to collect information about your computer and your use of our website and applications. We treat this information as Personal Information when it is associated with your Contact Information. For more information about cookies and other technologies, please see the section Cookies and Other Data Collection Technologies below.

3. **How CHART uses Personal Information:** CHART uses your Personal Information to: Fulfill your healthcare providers’ requests for information related to treatment, including among other things assessments of current health status and progress over time. Your healthcare providers may use this information to perform health care operations needs, such as tracking patient progress and evaluating program operation, analytics, reporting and legal compliance, and business continuity.

4. **Why Personal Information is disclosed by CHART:** Generally, your personal information is disclosed to your healthcare provider agency. We may disclose Personal Information where needed for business operations, solely to provide the CHART service to your healthcare provider. Only the minimum information needed to support healthcare operations is disclosed, and all business associates that provide business operations support to CHART must agree to these same terms and abide by HIPAA. We will disclose Personal Information when required to do so by law, such as in response to a subpoena, including to law enforcement agencies and courts in the United States. Please note that we may also use and disclose information about you that is not personally identifiable. For example, we may publish reports that contain aggregated

and statistical data about our clients. These reports do not contain any information that would enable the recipient to contact, locate or identify you.

5. Cookies and Other Data Collection Technologies: When you use CHART, we collect certain Transaction Information by automated means, using technologies such as cookies. For example, when you visit our website, we place cookies on your computer. Cookies are small text files that websites send to your computer or other internet-connected device to uniquely identify your browser or to store information or settings in your browser. Cookies allow us to recognize you when you return. In many cases, you can manage cookie preferences and opt-out of having cookies and other data collection technologies used by adjusting the settings on your browser. All browsers are different, so visit the “help” section of your browser to learn about cookie preferences and other privacy settings that may be available. CHART does not use Flash cookies or similar technologies for behavioral or interest-based advertising purposes. We collect many different types of information from cookies and other technologies. For example, we may collect information from the device you use to access our website, your operating system type, browser type, domain, and other system settings, as well as the language your system uses and the country and time zone where your device is located. Our server logs also record the IP address assigned to the device you use to connect to the internet. An IP address is a unique number that devices use to identify and communicate with each other on the internet. In many cases, the information we collect using cookies and other tools is only used in a non-identifiable way, without any reference to Personal Information. For example, we use information we collect about all website users to optimize our websites and to understand website traffic patterns. In some cases, we do associate the information we collect using cookies and other technology with your Personal Information. This Privacy Statement applies to the information when we associate it with your Personal Information.

Managing your Cookies

As mentioned above, you may be able to set your browser settings to use our website without cookie functionality. Please note that if you block cookies, some website functions may be unavailable, and we will not be able to present personally tailored content to you. For more detailed information about how to disable or administer your cookie settings in your web browser, please refer to the applicable page for the browser you are using:

- Safari: <http://help.apple.com/safari/mac/8.0/#/sfri11471>
- Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- Microsoft Edge / Internet Explorer: <http://windows.microsoft.com/en-GB/windows-vista/Block-or-allow-cookies>
- Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

You can withdraw your consent to allow for cookies, change your browser settings, and delete the cookies already stored on your computer at any time. Please note that if you delete, or choose

not to accept, cookies, you may not be able to utilize the features of the services on our website to their fullest potential.

Turning off third-party cookies

While we do not use cookies for behavioral or interest based advertising purposes, you can turn off certain third-party targeting/advertising cookies from others by visiting the Network Advertising Initiative: <https://optout.networkadvertising.org/?c=1> and by visiting Google: <https://tools.google.com/dlpage/gaoptout>.

6. Mobile Applications. CHART offers mobile applications that allow you to access your account, interact with us online and receive other information via your smartphone. All Personal Information collected by CHART via our mobile applications is protected by the terms of this Privacy Statement.

7. Your Choices You can always limit the information you provide to CHART. You can also limit the communications that CHART sends to you. To opt-out of survey emails and texts, simply click the link labeled “unsubscribe” at the bottom of any email or text we send you. If you have any questions about your choices or if you need any assistance with opting-out, please contact us via email to chart@bakercenter.org. You can also write us at the address in the How to Contact Us section below. If you send us a letter, please provide your name, address, email address, and information about the communications that you do not want to receive.

8. Access and Correction: CHART respects your right to access and correct certain of your Personal Information to the extent required by applicable laws. You can contact your healthcare provider at any time to access and update the information you have provided to us.

9. Information Security CHART has implemented an information security program that contains administrative, technical and physical controls that are designed to safeguard your Personal Information. Please note that you should also take steps to protect yourself, especially online, as no online system is perfectly secure.

10. Notice to Residents of Countries outside the U.S.: CHART is headquartered in the United States of America. Your Personal Information may be accessed by our business associates and data processors elsewhere in the world. These business associates and data processors must abide by the same terms of this policy and comply with HIPAA protections. By providing us with your Personal Information, you consent to this transfer. We will always protect the privacy and security of your Personal Information, regardless of where it is processed or stored. Without limiting the above, for the avoidance of doubt we do not have an establishment or target people in the EEA or UK.

11. Changes to this Privacy Statement From time to time, we may update this Privacy Statement to reflect new or different privacy practices. We will place a notice online when we make material changes to this the Privacy Statement. Additionally, if the changes will materially affect the way we use or disclose previously collected Personal Information, we will notify you about the change by sending a notice to the primary email address associated with your account.

12. How to Contact Us: CHART is owned and operated by The Baker Center for Children and Families. We are a non-profit mental health center that works with your healthcare provider to provide personalized healthcare data to improve the care you receive. The Baker Center does not routinely access Personal Information collected, transmitted or maintained in CHART, but may access information if necessary to address technical issues or investigate privacy or information security concerns. Please contact us if you have any questions or comments about our privacy practices or this Privacy Statement. You can always reach us online at chart@bakercenter.org. You can reach us via mail to The Baker Center for Children and Families, Attention: CHART, 53 Parker Hill Avenue, Boston, MA 02120.

13. HIPAA Information Security. CHART will at all times maintain reasonable and appropriate security controls to protect the confidentiality, availability and integrity of Personal Information as required by the HIPAA Information Security Rule.

14. If you have additional questions about privacy or security, you also may contact the HIPAA Privacy Official named in the Privacy Notice published by your healthcare provider or health insurance plan.